



20th April 2016

NEW Devon Clinical Commissioning Group
Dorset Clinical Commissioning Group
Kernow Clinical Commissioning Group

Trust Headquarters

Abbey Court
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Exeter
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Dear all

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Healthcare professional incident reporting for NHS 111 cases

As you will be aware the Trust are keen to investigate and learn from incidents which are highlighted to us from other healthcare professionals. We currently receive a variety of adverse incident reports relating to NHS 111 calls handled by the Trust.

We have recently reviewed the information contained in some reports and unfortunately some incidents are not detailed enough to highlight what the adverse event was. I am therefore asking that this letter is shared from the CCGs to GP surgeries, MIUs, WICs and OOH providers in your areas reminding them of the minimum data set required.

Incident reports should inform the Trust what the adverse event was which the “reporter” feels needs further investigation. Some reports received at the moment do not indicate what the adverse event actually was. Therefore the minimum required data set for incidents reported to us is detailed below, any incident reported without the following information will be returned to the “reporter” as we are unable to investigate those without the data set.

Incidents that fall below the minimum data set will be recorded on Datix and closed due to not containing the required information. The reporter will be informed of this. These cases will not be recorded on the Clinical Governance reports.

Minimum Dataset:

- Date of incident
- NHS 111 case number and/or patient details
- Any specific clinical concerns by healthcare professional
- Detail of adverse event (i.e. if concerns raised about NHS111 call, these need to be detailed also detailing what the adverse event was, so the adverse impact on the patient due to concerns of our handling of the case)
- Outcome of patient (so if for example reported by OOH, what was the outcome of the OOH assessment) This informs the Trust what adversely happened to the patient to bring the reporter to raise this with our Trust

The incident report needs to be factual and informative allowing the investigating officer and Trust enough detail to determine what level of investigation may be required i.e. Serious incident, moderate harm or Adverse incident. Any incident reported which does not include the above detail and doesn't clearly describe the adverse event will be returned to the reporter.

We would like to re iterate that the Trust are keen to learn from any cases that have not been handled correctly and put in place any learning to prevent reoccurrence but we do need reports to be robust in order for this to happen.

The Trust will begin a cleansing process of the incidents currently in the system, this will begin in May 2016 and the above will apply to historic and new incidents. This will allow the Trust to focus attention on those incidents reported with sufficient level of information to investigate and learn from.

If you would like to discuss this further can I ask you contact Chris Bowden, Urgent Care Services Governance Manager on 01392 453972 or chris.bowden@swast.nhs.uk in the first instance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Emma Williams', with a horizontal line underneath it.

Emma Williams
Head of Operations - Urgent Care Service (UCS)